

<b>Process Name:</b> Training and Employee Development	<b>Process Identifier:</b> TR
<b>Sub-Process Name:</b> In-Service Training (Pre-Class/Post-Class)	<b>Sub-Process Identifier:</b> TR 1-1 and TR 1-2
<b>Sub-Process Purpose and Objectives:</b> Recommend or request training.	
<b>Sub-Process Description:</b>  <u>PRE-CLASS (process TR 1-1):</u>  The State uses SEIS & manual processes to establish classes & request training.  Training is either identified by the Agency or by the employee. Employee Development (ED) publishes training announcements to communicate available classes for the next three months and sets up classes in SEIS. If the employee initiates the training request, authorization from the employees Manager or Supervisor is needed. If the request is not authorized, a Rejection notification is sent back to the employee. If approval has been granted, the agency enters the request into SEIS.  ED inquires into SEIS seventeen (17) days prior to the class date, to review and determine if there are enough participants to hold the class. If there aren't enough participants to hold a class, the class is cancelled in SEIS. If there are enough participants, further review is conducted by ED to determine if multiple classes are needed. If multiple classes are needed, the additional classes are established into SEIS. If there isn't a need for additional classes, a roster document is produced out of SEIS. Fourteen (14) days prior to the class begin date; the Training Coordinator inquires SEIS to determine the Class status. The employee is notified of the class status by phone, email, memo, etc.  <u>POST-CLASS (process TR 1-2):</u>  Once the class has been delivered, ED updates the class roster on SEIS. As a result of the Monthly Billing cycle process:	

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<ul style="list-style-type: none"><li>- A file is sent to STARS;</li><li>- Administrative Services receives a Billing Report;</li><li>- ED receives a Certificate of Completion and forwards it to the Training Coordinator at the Agency;</li><li>- The Agency then sends the employee the Training Certificate.</li></ul> <p>On a Semi-Annual basis, SEIS updates the Applicant process with any CEU's earned.</p>			
<b>Sub-Process Trigger(s):</b> <ul style="list-style-type: none"><li>• Training Announcement</li><li>• Request for Training From Agency</li><li>• Request for Training From Employee</li><li>• Request for Entire Class/CEU</li></ul>		<b>Key Sub-Process Participants:</b> <ul style="list-style-type: none"><li>• Employees</li><li>• Agencies</li><li>• Employee Development</li><li>• Administrative Services</li></ul>	
<b>Inputs:</b>			
<b>Input</b>	<b>Format</b>	<b>Volume/Time</b>	<b>Suppliers</b>
Email From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
Phone From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	

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Memo From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
Agency Inputs Into SEIS		Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
<b>Outputs:</b>			
<b>Output</b>	<b>Format</b>	<b>Volume/Time</b>	<b>Recipients</b>
Training Rosters	Electronic & Printed	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	Instructors
Certificates	Printed	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	Employee
Billing Reports Completion Roster	Electronic & Printed Electronic & Printed		STARS Agency
<b>Performance Measures Tracked:</b>			
<b>Measure</b>	<b>Approx. Value</b>		<b>Target Value</b>
None			

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<b>Laws, Regulations, and Policies That Govern Sub-Process:</b> T.C.A. 8-30-202, T.C.A. 8-30-203, T.C.A. 8-30-204 and T.C.A. 8-30-205			
<b>Current Sub-Process Issues/Problems:</b>  1.) No electronic notification that the class is made. The Training Coordinator manually has to look for class availability 14 days out. 2.) No electronic process to update scheduling of the class. 3.) Budget is not automatically updated for the classes that are given.			
<b>Improvement Opportunities:</b>			
<b>Opportunity</b> <i>Merge cells to link one Opportunity to multiple impacts)</i>		<b>Organizational Impacts</b> <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>	
Send automated alert for 17-day & 14-day notifications sent Automation and integration Scheduled opportunities Automation of CEU update to employee record Automation of checklist Self-service for training announcement, CEU transcripts For billing purposes, automation of an inter-agency process that will locate employees that have attended a class, left the agency and moved outside the agency Process should search by SSN			
Employees can register for available training classes by utilizing self-service functionality through a web browser or kiosk		Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to employee	

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<b>Applications that Support the Sub-process</b>	
<b>Application Name(s)</b> <i>(Internal name and vendor's name)</i>	<b>Technology Description</b> <i>(Programming vendor, language, platform, database, etc.)</i>
1.) MS: Access database for budget tracking (classes feed) – this is updated manually on a daily basis.	
2.) MS: Access and Excel system is in place for scheduling	

State of Tennessee  
ERP Automation Assessment Study – Final Report



